

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-10 19-58-38

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
23	23	0	Pass	NA

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



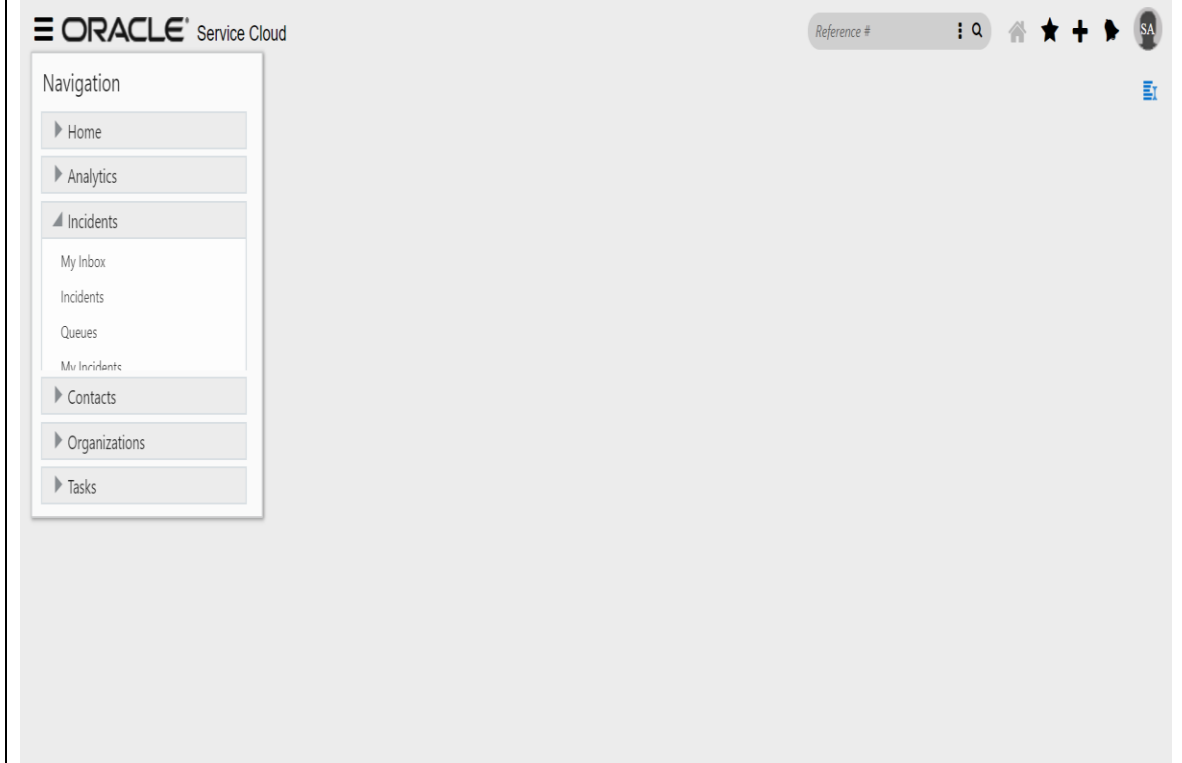
Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



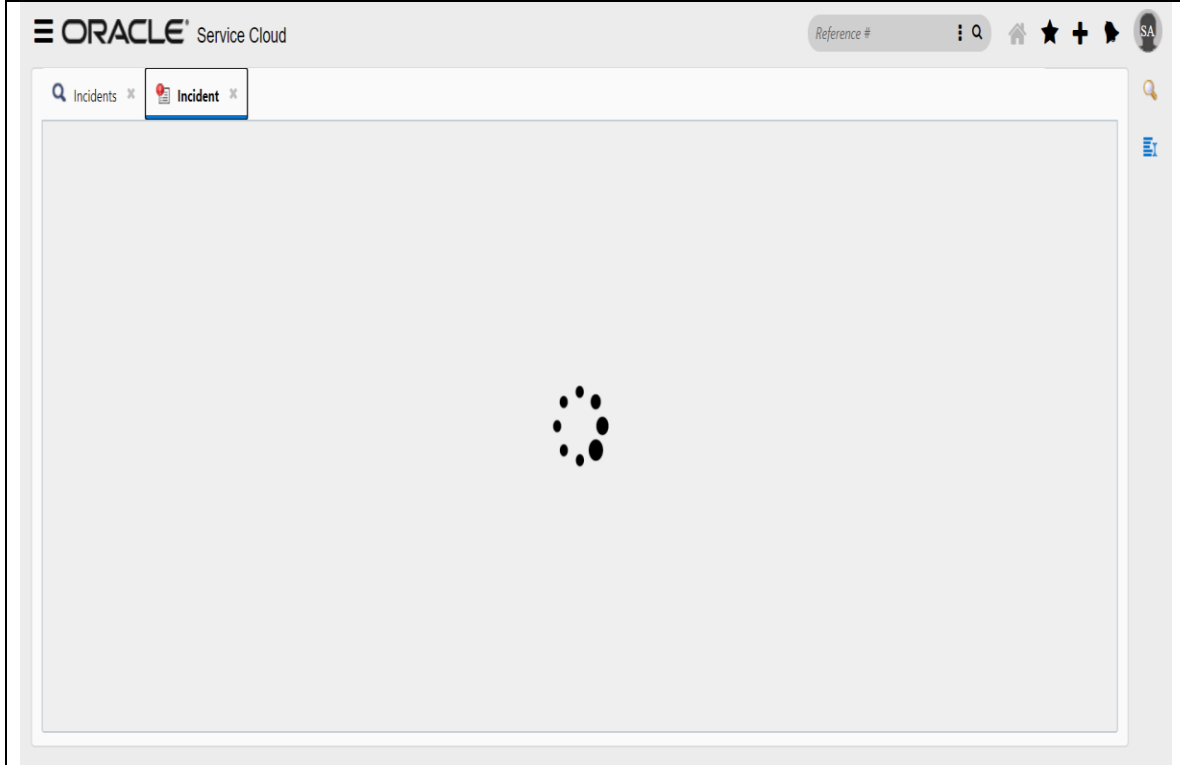
Step No:4

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass



Step No:5

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main header shows 'Incidents' and the incident ID '200810-000049'. Below this, a toolbar includes 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A navigation bar contains tabs for 'Summary', 'Messages' (which is selected), 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Under the 'Messages' tab, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A 'Filter' dropdown and a 'Newest first' sort option are also present. The main content area shows a message composition form with a green header bar containing 'Sys Agent', 'Email', and 'Draft Mode'. The 'To' field is populated with 'abhi552@gmail.com'. The 'Cc' and 'Bcc' fields are empty. A loading spinner is visible in the bottom right corner of the form area.

Step No:6

Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident with ID 200810-000049. The 'Messages' tab is active, showing a draft email response. The email is addressed to 'abhi552@gmail.com' and is in 'Draft Mode'. The response text is 'We are working on your issue and we will get back to you.' The interface includes a top navigation bar with the Oracle logo and 'Service Cloud' text, a search bar, and a user profile icon. Below the navigation bar, there are tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is selected, and it shows a list of messages with a 'Filter' button and a 'Newest first' sort option. The draft email is shown with a green header bar containing 'Sys Agent', 'Email', and 'Draft Mode'. The email body contains the text 'We are working on your issue and we will get back to you.'

Step No:7

Step Description: Click on Menu

Expected Result: Click on Menu

Actual Result: The Element: ClickMenu2 is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident response. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. Below the header, the incident details are shown: 'Incidents' with a red dot and the incident number '200810-000049'. The main content area has a toolbar with 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface shows 'Summary', 'Messages' (active), 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Below the tabs, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A green bar indicates the current user is 'Sys Agent' in 'Email' mode, with a 'Draft Mode' toggle. The email composition area shows 'To: abhi552@gmail.com' and empty 'Cc' and 'Bcc' fields. A rich text editor toolbar is visible with various formatting options. The email body contains the text: 'We are working on your issue and we will get back to you.' A context menu is open over the 'Email' button, showing options: 'Send', 'Forward', 'Copy', 'Propose', and 'Best Answers'.

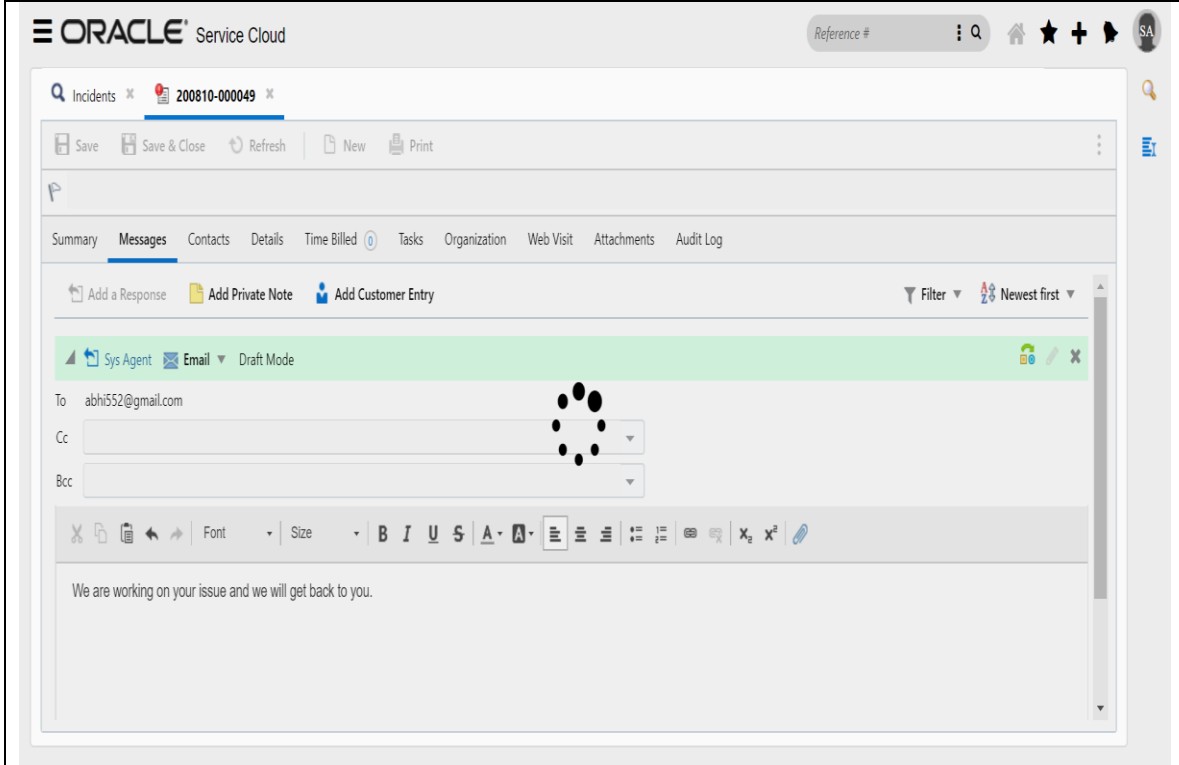
Step No:8

Step Description: Click Send option

Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass



Step No:9

Step Description: HardWait Time

Expected Result: HardWait Time

Actual Result: The browser had waited (hard wait) for: 20 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main content area shows an incident record for '200810-000049'. The incident is currently in the 'Messages' tab, which is highlighted. Other tabs include 'Summary', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Below the tabs, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A 'Filter' dropdown and a 'Newest first' sort option are also present. The message content shows a system agent (Sys Agent) message dated 08/10/2020 07:59 PM, stating: 'We are working on your issue and we will get back to you.'

Step No:10

Step Description: Waittime

Expected Result: Waittime

Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass

ORACLE Service Cloud

Reference #

SA

Incidents

Search

Refresh

Reset

Open

New

Print

Copy

Assign

Propose

Fill Inbox

Delete

Bookmark

Incidents

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
Dear Customer Service ,ab92547 product is not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 07:58 PM	200810-000049
Dear Customer Service ,ab92547 product is not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 04:51 PM	200810-000036
Dear Customer Service ,ab92547 product is not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 03:28 PM	200810-000030
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076

992 Records

